Cirata customer software support
Reference guide

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Reference guide

This document, and Cirata's provision of support services, is subject to and governed by any written agreement between the customer and Cirata.

Target response SLA matrix

Priority	First Response Time
P1: Critical	1 hour (24/7)
P2: High	4 hours (24/7)
P3: Medium	8 business hours standard support hours* (M–F)
P4: Low	3 business days standard support days* (M–F)

* For P3 and P4 cases only, Cirata's Technical Support business hours are defined as:
Monday–Friday 9:00 AM to 5:00 PM GMT

First Response Time is the amount of time between the initial report of an error to Cirata and when a Cirata support engineer initiates a response with you to resolve the Error. Once a support session has been initiated, Cirata will work continuously with you, to resolve the error and provide a resolution.

Supported languages

Cirata offers Tier-1 technical support in the following languages during local business hours (9am–5pm).

Asia Pacific (CST)	English, Chinese
Rest of the World (GMT)	English

After local business hours, all support is in English only.

Support requirements

Cirata's service-level targets are based on maintaining a current version of software. Current version is defined as within two (2) major releases or within 12 months of minor releases.

Support overview

This guide to Cirata's Customer Software Support explains our support services, emergency contact information, and best practices for contacting Cirata Support to make sure we can respond to and resolve your cases quickly. The Cirata website (www.cirata.com) and the Cirata Community Support Portal (community.cirata.com) provide a large amount of information. Also, please refer to the following resources before you raise a case with Cirata Support.

Community	- Exchange information with other Cirata customers and the teams behind the product. - Learn about new products, features, and Cirata news. - The Community Portal is maintained and moderated by the Cirata Customer Success team.
Support Portal	Please log in to the the Cirata Community Support Portal (https//community.cirata.com) to: [Raise a support case](#). [Update a support case](#). [Attach files to an existing case.](#)
Customer Portal	Please use the customer portal (https://customer.cirata.com to: - Download product updates and patches when directed. [Upload large files that cannot be directly attached to a case (SFTP)](#). - Upload a valid cirata license key to access the customer portal.
Knowledgebase	Browse knowledgebase articles and search for known solutions to common questions: https://community.cirata.com/s/knowledge-base
Documentation	Review Cirata product documentation: https://www.cirata.com/support/product-guides

.Support level

All customers with a maintenance agreement in effect, are entitled to contact Cirata Support via Cirata's Community Portal or by phone 24/7, 365 days a year, to open a Support case.

Support benefits

The following benefits are associated with Cirata's standard and comprehensive support offering:

Support Benefit	Description	Coverage
Global technical support	24/7 remote technical support; issues reported via telephone or Web portal	Included
	Troubleshooting by remote resources performed with screen sharing, SFTP, or similar tools	Response times are based on priority level after initial customer contact
24/7 online support tools	Online support solution that includes self-service articles and user communities	Included
Access to new versions of software	Access to all new versions of licensed software	Included
Installation and upgrade of software releases	Proactive assistance to plan and upgrade to the newest version of software	Additional services can be purchased for software upgrade assistance
		Customer will upgrade software based on published documentation
Ongoing enablement	Access to ongoing recorded and live product enablement sessions	Included
Customer success management	Conduit for ongoing product questions, enablement, feedback, and enhancements	Limited; shared resource pool of customer success managers

Case priority-level definitions

Priority	Issue Definition	Target Response SLA
P1: Critical	**Severe operational and business impact.** A product problem that causes a complete loss of service; work cannot continue at all and operation is mission-critical to the customer business. No acceptable workaround exists to the problem.	1 hour (24/7)
P2: High	**Significant operational and business impact.** A product problem that causes a significant loss of service and no acceptable workaround is available. However, operation can continue in a restricted fashion or be alternately routed, but the problem adversely impacts customer business.	4 hours (24/7)
P3: Medium	**Some operational and business impact.** A product problem that causes some or no loss in service. The impact is an inconvenience, which does not impede operation or customer business.	8 business hours; standard support hours (M–F)
P4: Low	**Requests/no business impact.** For general use such as questions or future enhancement requests.	3 business days; standard support days (M–F)

Priority-level guidelines

The defined priority levels (P1–4) provide an indication of the priority and urgency of a customer-raised case. These priorities help Cirata provide a fast and correct response.

Raising cases with an incorrect or falsely elevated priority prevents Cirata from handling inbound cases effectively, and can adversely affect the response time we can deliver. When you raise a case, the Cirata Technical Support Agent will confirm with you and agree upon an appropriate priority level. You always have the option to increase (or decrease) the priority level of a case when the situation changes.

Cirata's first response timings are intended to provide a target for first response to a case or query. Cirata will work a Priority 1 issue around the clock if you have a technical resource available to work with us until:

- A resolution or workaround is in place and business impact has been mitigated.
- The priority is mutually downgraded.

With Priority 1 and Priority 2 cases you can also expect frequent case updates until the above conditions are met.

Contacting Cirata technical support

You will need to provide contact details for administrators at your organization who are responsible for opening and managing cases with Cirata. These contacts must have the appropriate technical skills and enough system-level access to work with Cirata's technical support engineers. These support contacts will be Cirata's first point of contact within your organization and will be notified of all cases raised. When requesting a support account please be prepared to provide the following information:

- Contact name
- Email address
- Primary phone number
- Working time zone

Please be aware that by default all users in your organization are not able to see cases raised by any other users in your organization. If this is an undesired configuration, please let us know and we can enable full visibility of all cases to specific users.

Logging a case

When creating a case on Cirata's Community Support Portal it is vital that you provide as much information as possible. All information you provide regarding the problems you are experiencing will have an impact on how quickly the problem is diagnosed and resolved. At a minimum, you should provide the following information:

- Complete issue description and symptoms observed.
- If you are reporting an unexpected error message, please provide the full input, full response, and full error.
- The impact of the problem on your replicated ecosystems and knock-on business operations — these will define the issue priority.
- Exact text of any error messages and diagnostic details. An example of the details we check for can be found in this [Knowledge Base article](#).
- Any steps to reproduce the problem and any known workarounds or mitigations already discovered. Contact number where you can be reached, if not the same as the number we hold on file.
- Best time to reach you, contact method (i.e. email/phone/case update), and any additional recipients for the case and their role.
- In most cases, Cirata will first ask you to provide all relevant logs and/or talkbacks from all nodes in the replicated ecosystem. Details on how to generate a logging talkback for each of our products can be found [in this Knowledge Base article.](#)

Submitting a support case

To file a case, you may use any method below. We encourage you to set the initial priority level for the problem when submitting a case. Please note that all Priority 1 cases (and Priority 2 cases outside of core hours) automatically trigger an internal alert and escalation system.

On the web

Only registered support accounts can file a case using a Web browser in the Customer Center:

https://community.cirata.com

Please take a look at this Knowledge Base article for instructions on how to raise a case. Upon submitting the case, you will receive a confirmation with a unique case number sent to your email address. Most case updates will also generate an email notification. You may reply to these emails but Cirata always recommends logging in to our Community Support Portal where you will be able to see the whole history of the case. You will also be able to see your case (and any others) in the Open Cases management tab.

Over the phone

In most cases, Cirata's support engineers will need to collect diagnostic information, logs, and so on. To do this, the support engineer will likely request a screen-sharing session in which you may demonstrate any issues you have discovered. The support engineer will gather as much information as possible during the call. However, if any detailed log investigation is required, the engineer will do this offline. In order to be as efficient as possible when investigating log files, Cirata uses internal parsing tools that are not available externally. Normally, once the support engineer has helped you gather all relevant log files and talkbacks he or she will end the call and investigate offline.

Following up

After you have raised your case and a Cirata support engineer has gathered the relevant information, the support engineer will follow up with you on a regular basis: by phone, email, or both. There may be the need to schedule further screen-sharing sessions and gather further logging or other information as appropriate during the resolution process. Case priority levels may be adjusted after discussion and agreement depending on the change of impact or priority within your environment.

Customer support case escalation

Cirata support engineers always intend to resolve your case as quickly as possible. While an issue is in progress, the support team will endeavor to keep you regularly briefed on the status of the case and will let you know when the case has been solved. If at any point you become dissatisfied with the handling of your case, you have the right to escalate your case. Escalating a case allows us to understand your concerns and make adjustments in resources if necessary. Your escalation contacts are as follows:

- Manager of Global Technical Support
- Senior Director of Customer Success
- SVP, Customer Success

You may also escalate your case to your Customer Success Manager if you have been assigned one as part of your support contract.

Customer support case closure

If Cirata believes that we have resolved your case, we will change your case to a "Replied" status. You can think of this as "Pending Closure". A case in this state will automatically close (after several automatic email prompts) after 72 working hours.

If we are unable to contact you about a case for which we require further information, Cirata may close out that case without your consent. Cases can be reopened within 30 days of closure. If, however, the issue continues to exist past 30 days, you will be prompted to open a new case and provide a reference to the previous one.

Resolution of a support case may include the following actions:

- Cirata provides a software release or patch that provides a fix for the problem (case closed).

- Cirata may recommend a complete and permanent business or ecosystem workaround (case closed).

- Cirata may recommend a temporary business or system workaround (case priority level is reduced).

- Cirata will deliver a solution design plan for the development of a permanent fix or workaround: Managed Milestones and dependencies will be set, communicated, and tracked (case priority level is reduced).

- Issue is a product enhancement and, thus, is not covered under maintenance (customer notification, reference supplied, case closed).

It is beyond the scope of Cirata's break/fix support model to provide plans for installation, configuration, and upgrades. Professional services are available for these activities from the Cirata Customer Success engineering team.

Customer satisfaction surveys

Once a case is closed, Cirata will send you a customer satisfaction survey link. This survey asks questions about the handling of the case and overall satisfaction. We welcome any comments you might have. You can also complete a satisfaction survey at any time by following this link: https://www.surveymonkey.co.uk/r/cirata

Product lifecycle

Support requirements

Cirata's technical support service-level targets are based on maintaining a current version of software. "Current version" is defined as within two (2) major releases or within 12 months of minor releases. The most recently released versions of Cirata's products and their release dates are detailed in this Knowledge Base article.

Third-party software support

Cirata will triage all cases and determine whether the issue(s) is caused by third-party hardware or software. If Cirata believes that a third party is at fault, we may ask you to remove the third-party software or hardware product. If it is not possible to definitively identify the cause of a problem, we may ask you to open a support case with the vendor of the third-party product.

Terms and Conditions

All Cirata support services are governed by and provided in accordance with our Terms and Conditions.

Contacts

Support portal

https://community.cirata.com

Phone numbers

USA Toll Free:
+1 877 207 1439

EMEA:
+44 (0)114 3039985 (press 2 for support)

UK Toll Free:
0800 802 1124

Other:
+1 925 380 1731